

2015 CALENDAR



Registered Charity 1057619



**Annual Review
2013/2014**

**Furniture
Recycling Project**



Furniture Recycling Project (FRP) Creating a better Community

We hope you enjoy the calendar and learn some interesting facts about FRP.

FRP is best known for supplying safe, clean, affordable, recycled furniture and tested electrical items to low income households in Gloucestershire.

We have a free collection service which will collect good quality furniture and electrical items which can be reused.

Our Delivery service will deliver anywhere across Gloucestershire for £6.

January 2015

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New Goods

FRP's subsidiary, NFP Trading Ltd provides a range of affordable new furniture and electrical goods sold alongside our reuse goods in our Cheltenham and Gloucester shops.

Volunteer Opportunities?

We offer a range of volunteer opportunities across the project as drivers mates, drivers, sales assistants, electrical testing assistants, woodwork assistants and administrators.

Riser-Recliner Chair Loan Service

Offering short to mid-term solutions to those recovering from medical treatment individuals receiving palliative care, those with disabilities and mobility problems.



The Furniture
Recycling Project has
supplied over



200,200
items since 1996.

Chief Executive's Report

Well here we are again. It seems it was only a few weeks ago, I was putting together a summary of some of the key points of 2013/14. Now we are looking forward to the challenges facing us in 2014/15.

Where do we start?

The year ahead brings with it new opportunities, with a new head of our training department, with the reality that unless **significant improvements are made to bring training more in line with our charitable objectives, together with better outcomes for our learners**, then we will need to consider its fit within FRP. There is now a great opportunity to bring the training of young people into a real life situation where they will learn work skills and improve their education. These changes must be implemented quickly if we are to continue with this area of work.

The electrical department finally relocated to the docks and has now passed all of the Environment Agency standards to enable it to receive electrical goods from a range of sources.

We have also been looking at how we can improve our brand image to better inform our customers and stakeholders what services we provide - Watch this space!

The coming year will see us reviewing our retail needs, with a focus on seeking to increase the availability of choice, especially in Cheltenham, where our shop is now reaching the point that it cannot hold the range of stock to meet the need of the community. With the lease expiring in 2015, we will be looking at how we can improve our services to the community.

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Operations Report

In 2013/14 we exceeded last year's supply of items despite having to close our Gloucester shop for 14 days after becoming a victim of the weather. This was when the roof above the walkway to our shop collapsed, and as it potentially contained asbestos, the shop had to close until repairs were carried out.

The relocation of our electrical department from its unit at Glevum Works to our warehouse at the Docks has meant a saving in overheads as we are no longer paying to rent and heat 2 buildings.

One of the areas we wanted to improve was the availability of reuse electrical goods for our customers as the demand far outweighed the supply. We applied for and were successfully awarded AATF status by the Environment Agency. This allows us to collect possible reuse electrical goods from the local household recycling centre, increasing the volume of items available to our customers, whilst reducing landfill.

Time has been spent remerchandising the Gloucester shop to make it easier for our customers to find what they want. We have also taken on an apprentice in our Gloucester shop, who will gain work experience and help to improve customer service.

During the year we purchased a small van to deliver the riser recliner chairs. It allows us to respond quickly to requests without disruption to our normal activity. It has also proved useful for the installation of cookers and can be used to deliver small items of furniture in the case of an emergency.



Over 6687 households have benefitted from



reusing furniture this year, thanks to FRP.



Interesting Facts

During the year we collected donated furniture from 4,129 households and as a result we were able to supply 6,687 disadvantaged households in Gloucestershire with 12,144 items of reuse furniture and electrical goods and 2,842 items of bric-a-brac.

40% of our collections were from Gloucester and 30% from Cheltenham. In a recent survey carried out on the reasons for donating to FRP, 75% said it was to help the disadvantaged community; 69% to reduce waste by donating items to be reused; 39% to get rid of bulky goods; and 8% to feel more connected to the local community.

We would like to thank all those who generously donated furniture and electrical goods for whatever reason, as without your donations we would not be able to continue to provide this valuable service to the community.

The majority of our deliveries continue to be in the most disadvantaged areas of Gloucester (52%) and Cheltenham (29%). Comments added to surveys shows that there continues to be a real need for our service. When asked 'If FRP did not exist, what would you do to furnish your home?', answers included 'struggle', 'wait until I could afford necessary item', 'have to go without', 'forced to buy new and expensive'.

Last year we prevented 294 tonnes of product going into landfill and 340 tonnes of CO2 from entering the atmosphere.

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This year we have prevented
340 Metric Tonnes of CO²
Going into the atmosphere.



That weighs the same as
49 London Buses!



In 2013/14
we supplied



49 customers with
Riser-Recliner
Chairs.

Riser Recliner

Last year we reported on our trial of offering a loan service for riser recliner chairs to those with short term medical conditions, including individuals receiving palliative care, and those with disabilities and mobility problems. We are delighted to report that due to its success we have now made this a permanent service supplying 49 chairs for a total of 479 weeks to those in need throughout the year.

Many of our referrals for the hire of chairs come from occupational therapists working in hospitals and hospices. Our service allows a number of individuals to spend time in the comfort of their own home rather than on a hospital ward. It enables people leaving hospital to recuperate in their own homes and maintain their mobility and independence.

We continue to get a great response to the service from occupational therapists, customers and their families. Feedback received from the partner of one of our customers said: 'Thank you for your help and advice when we needed to hire a chair for him promptly when he was ill.'

We always look at ways in which to improve our services to ensure that we cater for the needs of all our users. After receiving requests from the occupational therapy service for specialist chairs to support individuals up to 30 stone, we expanded our range of chairs to include 4 tilt and space bariatric chairs, thanks to the support of a generous grant from Awards for All.

If you would like any more information on this service please contact Andy Barrett directly on 07725 421 946 or email andy.barrett@frpglos.org.uk.

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Training Report

Our 'learn2work' programme has been developed to meet the individual needs of our learners.

Through working within a real life, adult environment and with the support of a dedicated team of staff, the young people gain confidence, self-esteem and essential skills to enable them to move forward to the future.

This year (2013/14) has seen many changes with the introduction of the new Study Programme and welcoming new staff.

We have been able to offer the popular 'Choices' Road Safety course with the added benefit of a greatly subsidised learner driver package.

This has been made possible through the generosity of the Police Commissioner's Fund. Also this year we were able to take a small group to the NEC to visit the skillshow.



Through
2013 to 2014
44 young people

Three stylized human figures in a dark red color, standing side-by-side.

were supported
through our training
program.





FURNITURE RE...

Volunteer Report

Last year (2013/14) across the Project we had 35 volunteers. They volunteered with us for many different reasons. Some have retired and were looking to give something back to the community by sharing their skills and expertise. Many used it as a stepping stone to gain skills before entering the employment market after a period of unemployment.

Like many charities we rely on volunteers to help us carry out our services.

Over the year, volunteers donated 10,650 hours of their time, which equates to £118,109 of support to the local community (rates taken from S. Baker, *Worcestershire Volunteering Research Report*, July 2013).

We recently carried out a survey to assess the impact of volunteering with FRP. 83% reported increased self-esteem and confidence; 92% reported increased motivation; and 83% felt they were more prepared for work. All reported improvement to work-based skills including teamwork, customer service and practical skills.

Throughout the year volunteers have left us to begin training courses, one left to work as a trainee chef, two to work in retail, one to begin care work and one to work in a warehouse. Although it's sad to see volunteers leave, particularly those who have been with us a while and have built up strong working relationships with staff and others, we are always pleased to see individuals fulfil their goal of finding employment.

For more information on volunteering opportunities across the Project, please contact 01452 524 333

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The work our volunteers have done equates to a donation of

£118,109
in hours worked.



NFP Trading

NFP Trading Ltd is a subsidiary of Furniture Recycling Project. NFP provides new furniture and electrical goods to complement FRP's activities. All income generated through this work helps FRP to maintain its charitable activities.

New items that we supply include bed frames, mattresses and electrical goods such as washing machines, fridges, freezers and cookers.

We find the demand for electrical goods far outweighs the supply through donated sources as often people do not replace electrical items unless they are broken. So having a supply of new electrical items through NFP alongside our reuse electrical items ensures we are able to meet the needs of our customers.

NFP sources new goods so that they are in a suitable price bracket for our customers including disadvantaged groups such as the unemployed, single parents, elderly, disabled and those on a low income. We also check our prices against the High Street to ensure that we remain competitive for our customers.

We also supply many local organisations and charities with our range of new goods.

There is a selection of NFP goods on display in our shops, but do ask about the range of items we supply, as due to space restrictions not all can be displayed.

If you or your organisation are interested in purchasing from our range of new items, please call either of our shops today on:
01452 302 303 or 01242 220 296.

August 2015

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100% of customer we asked gave us at least 4/5 when asked how far they feel we improve the quality of life for people on low income.



Some statistics on items we have supplied this year



2317
Chairs



655 Beds



1235 Tables



564
Wardrobes



889 Sofas



548
Chest of Drawers



237
Bookcases



189 TV's

September 2015

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The Furniture
Recycling Project has
supplied



14,968
items this year.



Karl - Apprentice

From sixth form I went straight into university to study Computer Security & Forensic Computing, but after two years I dropped out; the course was not at all what I thought it was going to be and I didn't feel that it was something I wanted to continue with.

After leaving university I quickly found myself looking for something to do, needing something else to fill my days and keep me interested. I felt my unfinished university education was hurting my job seeking prospects and after a while I started to throw myself at just anything that was around, I could not seem to settle, getting little bits of training in several areas but never having it lead onto an actual job, which I had decided was what I needed.

I didn't really know much about apprenticeships when I started applying for them, but the idea learning while working interested me.

Not long after, the Furniture Recycling Project invited me to an interview and of course I took this opportunity, during which I was greeted nicely by some staff members in a calm and friendly environment; I had barely gotten home before receiving a phone call and the offer of the apprenticeship placement.

Immediately on beginning I started to pick up skills, gaining confidence and experience in my new found role. The opportunity settled me down onto an area and got me actually working, since then I have enjoyed working for them and continued to add skills and experience, I have met new people while continuing to learn.

All in all, it was exactly what I needed.

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The number of people that have used our free collection service this year is 4129.



2013 - 2014 Finances

Total Income was

£835,577

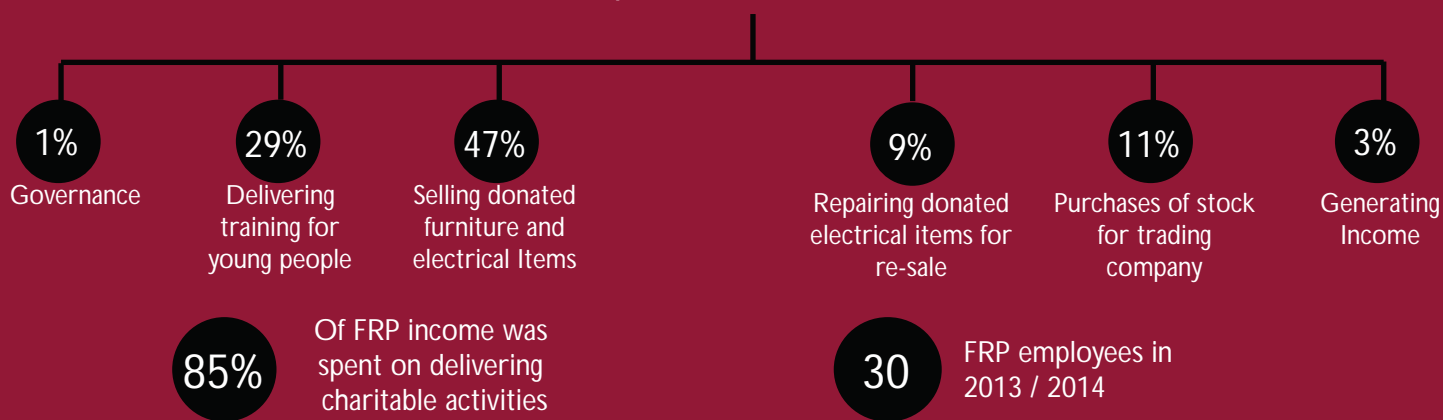
Income Breakdown



Total Expenditure was

£718,543

Expenditure Breakdown



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For further information, a copy of the full annual accounts can be obtained from the Chief Executive
Unit 1, Grosvenor House, Station Road, Gloucester, GL1 1SZ



FURNITURE PROJECT

Chairman's report

I am pleased to offer a brief review of the work of FRP. One of the main points that we need to remind ourselves of is the fact that FRP is helping:-

“CREATE A BETTER COMMUNITY”.

How does it achieve this?

SINCE 1996

- We have reached a milestone of supplying over 202,000 items to the community
- The total weight of items supplied by FRP since 1996 is over 4,700 tonnes (equivalent to the weight of 1053 male African Elephants).

2013/14

- We supplied 14,986 items of furniture, electrical goods and bric a brac to the local community
- 4129 customers used our free collection service to donate furniture to FRP rather than sending it to landfill
- 6,687 households benefitted from reuse furniture and electrical items
- 294 tonnes of furniture and electrical items were reused preventing them from going to landfill and 340 tonnes of CO2 from entering the atmosphere
- 35 volunteers and 44 trainees supported our service
- 10,650 volunteer hours were given by individuals to help their community
- Supplied 49 riser-recliner chairs to those with short term medical conditions
- 100% of customers (87 surveyed) gave us 4 or 5 out of 5 to the question 'How far does our service meet the aim of improving the quality of life for people on low income.'

I hope this offers just a flavour of the benefits FRP offers your community. We always welcome feedback and our Chief Executive would be pleased to follow up on any comments and or partnership ideas you may have in ensuring we continue to:-

“CREATE A BETTER COMMUNITY”.

December 2015

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Since 1992
FRP has supplied over
4,700 tonnes of stock which



is equivalent to 1053 Male
African Elephants!



Thank you to our many Supporters

Big Lottery - Reaching Communities
Big Lottery - Awards for All
Equitable Charitable Trust
First4Coms
Four Acre Trust
Henry Smith Charity
J Paul Getty Junior Charitable Trust
Notgrove Trust
Peter Lang Children's Trust
Police Commissioner's Fund
Santander Charitable Trust
Spirax Sarco Charitable Trust
Sobell Foundation
St James's Place Foundation
Western Power

**BIG SOCIETY
AWARDS** 2012

And a thankyou to everyone else
who has supported us including our
many volunteers!



Some Client Comments

'Very impressed with customer service as I am a new resident of Gloucestershire. Very pleased with service.'

'Very good service and important to the public on low income in Gloucestershire.'

'They are so kind and they always help you.'

'Fabulous shop, great service, fantastic people, great stock!'

'Very happy with staff and they have good customer service'

'Thank you for helping me furnish my very first home (and thank you to Paul!).'

'Delivery team (Dean + Jay) were very commendable. Very happy!'

'Amazing value and quality!'

'Thank you. We have just moved it was my first visit. Very Friendly. Top class.'

'Always satisfied with Recycling Project business efficiency and terms of business.'

'Very helpful people, also helpful to young people trying to start out setting up home for the first time.'

'Find the shop brilliant used to go to the docks before the shop opened.'

'Friendly staff, great prices.'

'Always helpful and very polite.'

'Many thanks – just what we needed, in a hurry!!'

'The staff at your shop in Cheltenham are so polite helpful and happy. The shop is set out in such a way my disabled husband can use his scooter. My best friend and her daughter have also used the shop with great success.'

Furniture Recycling Project

Gloucester shop:

Unit 1 Grosvenor House
Station Road
Gloucester GL1 1SZ

Tel: 01452 302303

Fax: 01452 318970

Email: sales@frpglos.org.uk



Cheltenham shop:

294 High Street
Cheltenham GL50 3HQ

Tel: 01242 220296

Fax: 01242 228963

Email: cheltenham@frpglos.org.uk



Head Office

Unit 1 Grosvenor house
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